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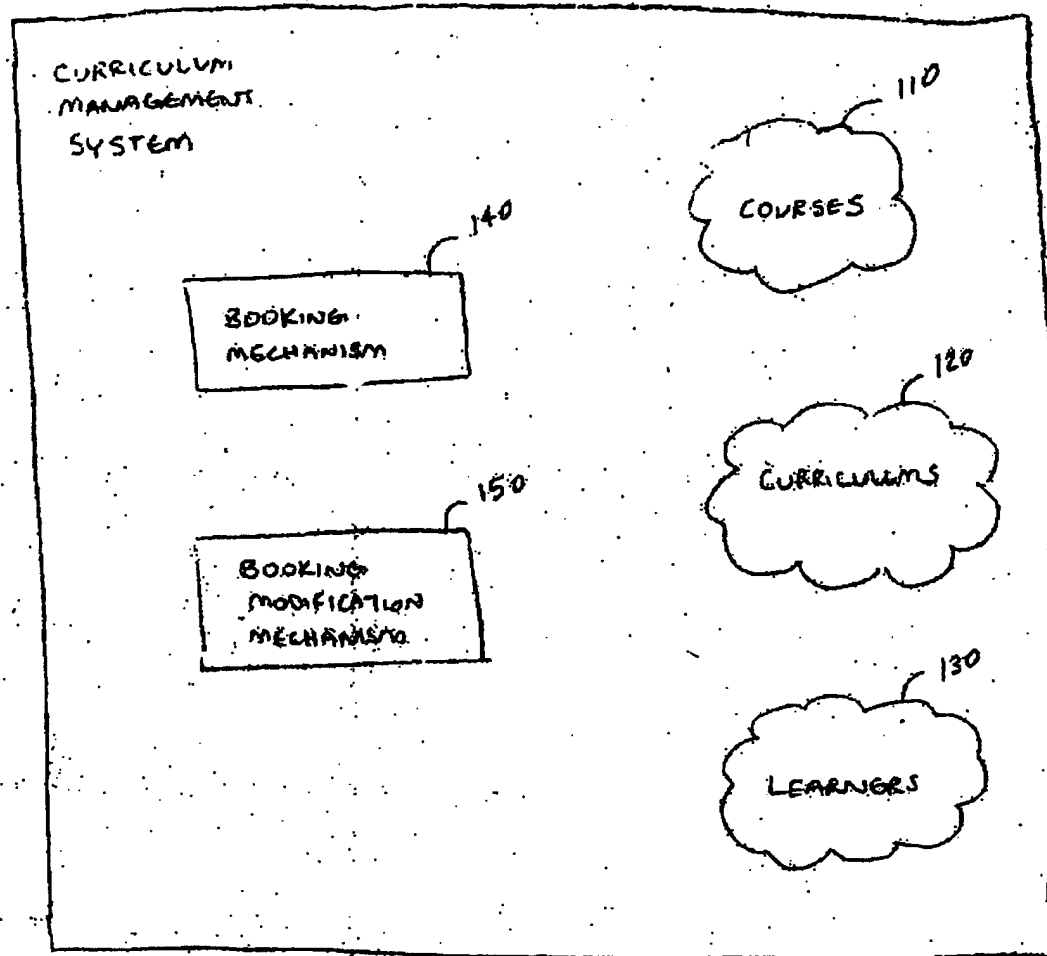


FIG. 1

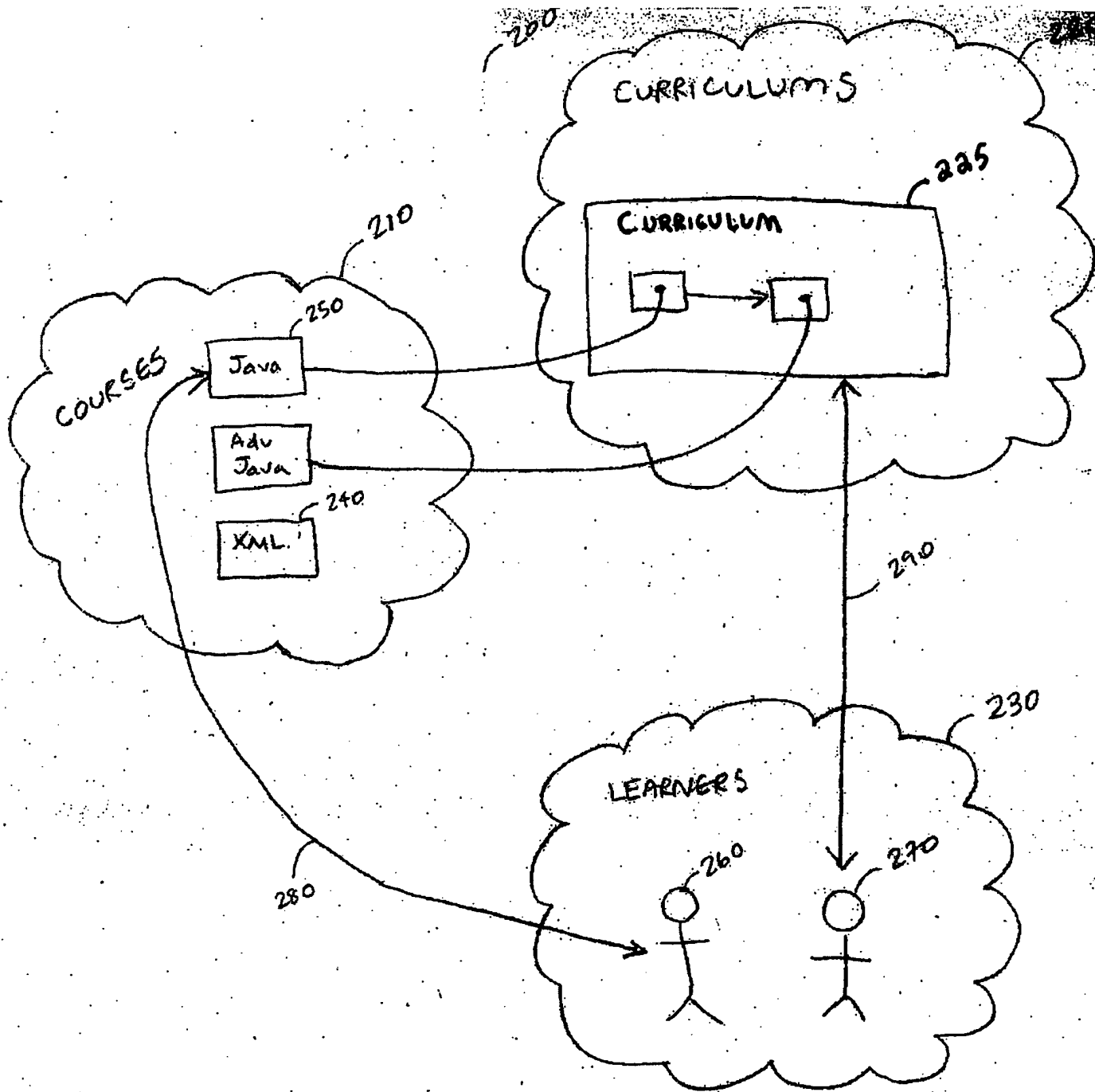


FIG. 2

310

TYPE OF MODIFICATION	GRANULARITY OF MODIFICATION
CANCELLATION	CURRICULUM / INDIVIDUAL
RE-BOOKING	CURRICULUM / INDIVIDUAL
FOLLOW-UP	CURRICULUM / INDIVIDUAL

FIG. 3

400

learning
system
420

learning
system
410

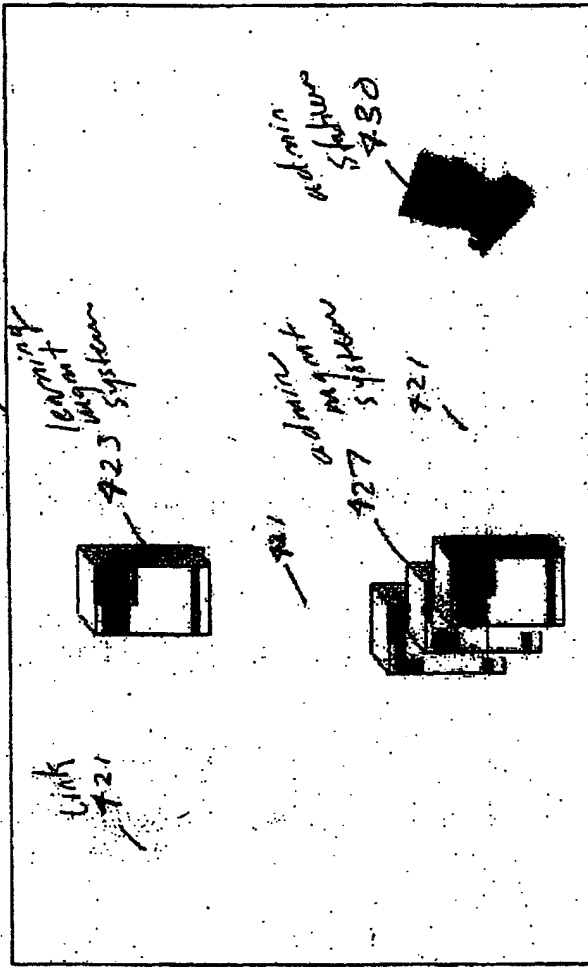


FIG. 4

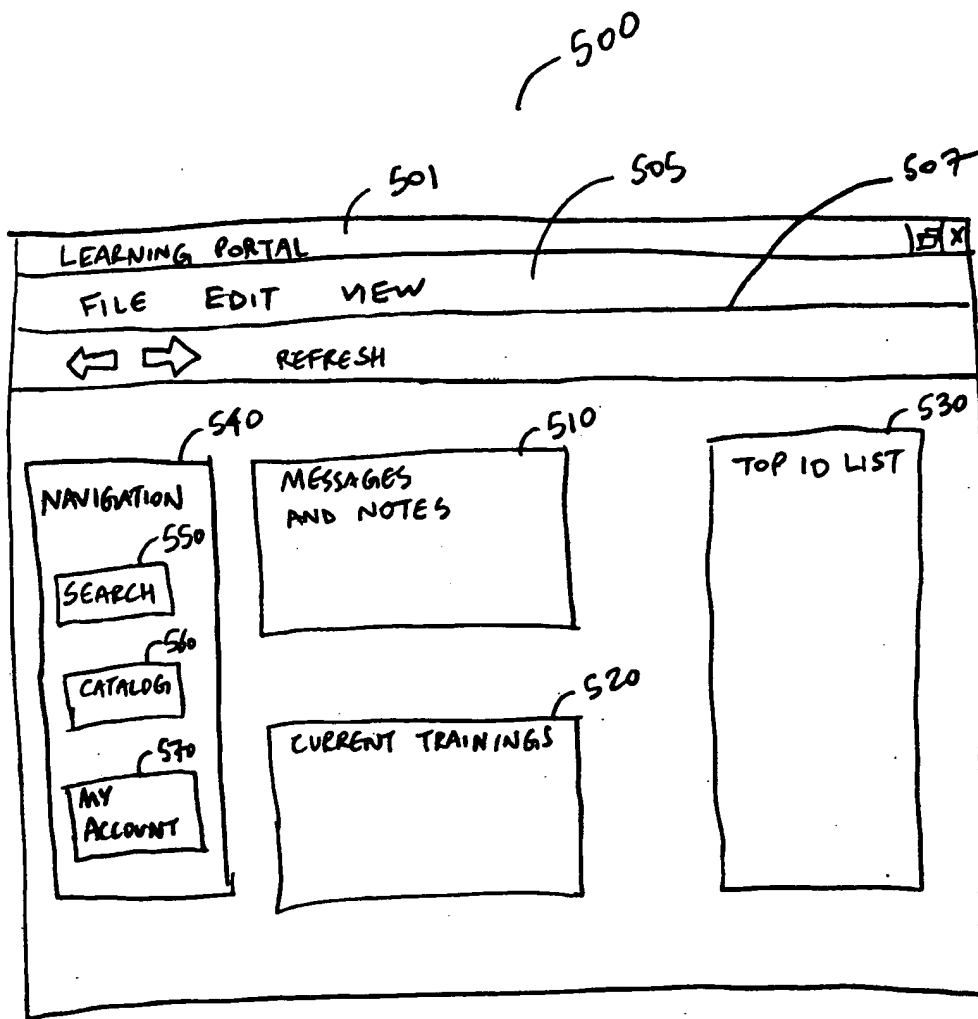


FIG. 5

600

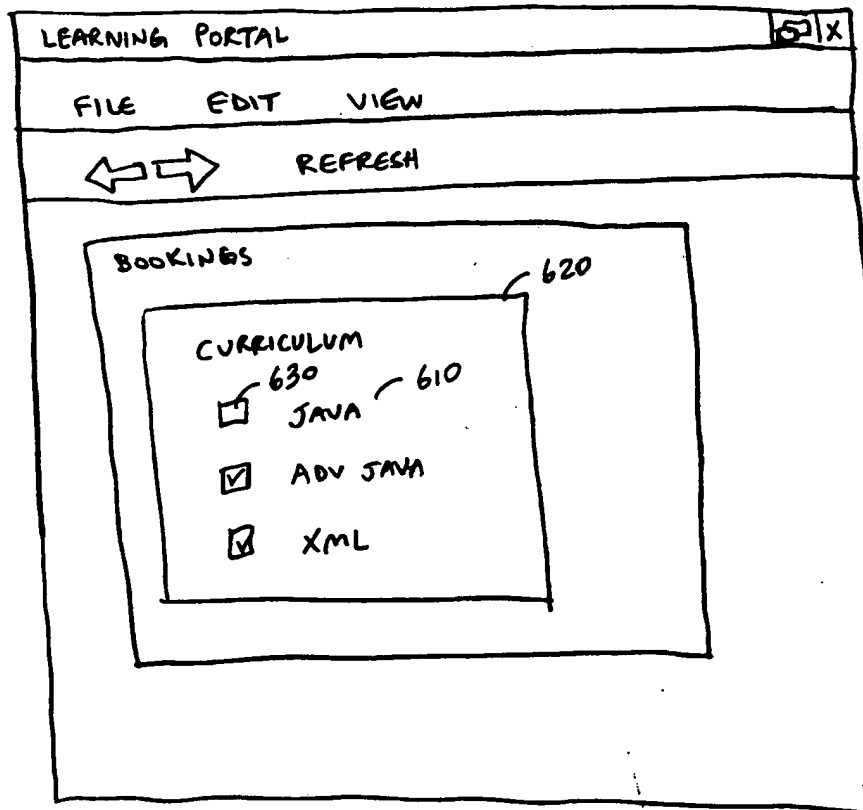


FIG. 6